



CHECKLISTS, FORMS AND TEMPLATES

SECURITY MANUAL OUTLINE

Foreword

- a. Introduction**
- b. Mission Statement**
- c. Welcome New Employees**

1. Department Policies

- 1.1. Customer Service** (Read and Sign)
- 1.2. Confidentiality** (Read and Sign)
- 1.3. Other important policies**
(e.g., Sexual harassment)

2. Organization

- 2.1. Overview**
- 2.2. Chain of Command**
- 2.3. Job Descriptions**
(2.3.1. Director; 2.3.2. Investigator;
2.3.3. Shift manager; 2.3.4. Assistant shift
manager; 2.3.5. FTO; 2.3.6. Officer;
2.3.7. Etc.)

3. Employee Policies

- 3.1. New Hire Procedures**
(3.1.1. Interview; 3.1.2. Testing;
3.1.3. Training; 3.1.4. Etc.)
- 3.2. Appearance**
(3.2.1. Dress Code; 3.2.2. Uniforms;
3.2.3. Hygiene; 3.2.4. Etc.)
- 3.3. Conduct**
(3.3.1. Guest Service; 3.3.2. Off-duty; 3.3.3.
Confidentiality; 3.3.4. Gratuities; 3.3.5. Court
Demeanor; 3.3.6. Liability Admission; 3.3.7.
Removal of Property; 3.3.8. Etc.)
- 3.4. Discipline**
(3.4.1. Progressive; 3.4.2. Coaching/Training;
3.4.3. Work History; 3.4.4. Etc.)
- 3.5. Termination**
(3.5.1. Resignation Procedures;
3.5.2. Clearance)

3.6. Scheduling

- (3.6.1. Attendance; 3.6.2. Call-offs;
3.6.3. Holidays; 3.6.4. Special Events; 3.6.5.
Payroll; 3.6.6. Overtime; 3.6.7. Breaks;
3.6.8. Light Duty)

4. Posts/Patrol Areas

4.1. Hotel

- (4.1.1. Post Orders; 4.1.2. Key Assists; 4.1.3.
Noise Complaints; 4.1.4. Etc.)

4.2. Basement

- (4.4.1. Post Orders; 4.4.2. Storage Areas;
4.4.3. Locker Rooms; 4.4.4. Restrooms;
4.4.5. Exits)

4.3. Other Posts/Patrol Areas

- (4.3.1. Post Orders; 4.3.2. Etc.)

5. Systems/Procedures

5.1. CCTV

5.2. Lost and Found

5.3. Lockers

5.4. Radio

5.5. Etc.

6. Laws Pertaining to Security

6.1. Arrest

- (6.1.1. Laws; 6.1.2. Searches; 6.1.3. Holding
Room; 6.1.4. Use of Force)

6.2. Laws Against Guests and Property

- (6.2.1. Trespassing; 6.2.2. Etc.)

7. Laws Pertaining to Guests and Employees

7.1. Smoking

- (7.1.1. State Law; 7.1.2. Designated Areas)

7.2. ADA

- (7.2.1. Overview; 7.2.2. Wheelchairs,
Scooters, and Segways; 7.2.3. Dogs;
7.2.4. Lifts)



8. Emergency Procedures

8.1. Evacuation Procedures

8.2. Fire

8.3. Fire Alarm

8.4. Guest Accident

(8.4.1. Escalators/Elevators)

8.5. Guest Illness

(8.5.1. Food Illness)

8.6. Active Shooter

8.7. Robbery

8.8. Suicidal Subject

8.9. Earthquake

8.10. Explosion

8.11. Bomb Threat

8.12. Etc.

9. Incident Response

9.1. Intoxicated person

(9.1.1. Alcohol Awareness)

9.2. Panhandler

9.3. Loitering

9.4. Sleeping in Public Areas

9.5. Damaged Property

9.6. Leaks

10. Documentation

10.1. Report

10.2. Daily Logs

10.3. Incidents

10.4. Records Retention

(10.4.1. Archiving; 10.4.2. Storage Locations;
10.4.3. Duration)

10.5. Manual

(10.5.1. Updates)

(Source: "How to Create Your Security Manual," presentation to the 2010 ASIS International Annual Conference; Other sources)